

# **Reclaim Hosting Accessibility Conformance Report**

## **WCAG Edition**

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version: Reclaim Hosting – Reclaim Hosting’s main website (reclaimhosting.com)**

**Report Date: 3/30/2026**

**Product Description: Reclaim Hosting’s main website (reclaimhosting.com) serves as the central hub for information about the company’s web hosting services. The site allows users to learn about available hosting plans, sign up for services, explore product offerings, access documentation resources, and find support options. It includes marketing pages, informational content, and contact forms to assist prospective and current customers.**

**Contact Information: Alexis Block (sales@reclaimhosting.com)**

**Notes: Conformance as of 3/30/2026 – subject to reevaluation on a periodic basis.**

**Evaluation Methods Used: Manual Accessibility Testing (MAT) via WAVE for Chrome, axe DevTools, Silktide Accessibility Checker, Screen Reader simulations, best practices cross references & independent consultation.**

## **Applicable Standards/Guidelines**

This report covers the degree of conformance for the following accessibility standard/guidelines:

<b>Standard/Guideline</b>	<b>Included In Report</b>
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

# Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

## WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	Non-text content throughout the site includes appropriate text alternatives that convey equivalent meaning and purpose. Images, icons, and other visual elements are provided with descriptive alternative text where necessary, ensuring content is accessible to users who rely on assistive technologies.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	reclaimhosting.com website does not have audio-only or video-only content (i.e. a podcast or an animation with no sound)
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	reclaimhosting.com website does not have videos present
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	reclaimhosting.com website does not currently employ prerecorded content on the site
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially Supports	Headings follow a correct hierarchy and structural elements such as lists, emphasis tags (<strong>, <em>), block quotes, citations, sub/superscript, and strikethrough text use appropriate semantic markup. A form on the “ <a href="#">Getting Started</a> ” page contains radio buttons that are not grouped within a <fieldset> element; this form is generated by a plugin and cannot be directly modified. Pages include <nav> and <footer> landmarks but do not currently include <header> or <main> landmarks.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	Content is structured so that the intended reading order and relationships are preserved when styling is removed. Testing with CSS disabled confirmed that headings and page content maintain a logical sequence, ensuring the meaningful reading order required by this criterion is programmatically determinable.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Instructions and content do not rely solely on sensory characteristics such as shape, size, visual location, orientation, or sound. Information is conveyed programmatically and through text where appropriate.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not used as the sole means of conveying information, indicating an action, prompting a response, or distinguishing visual elements. Semantic HTML markup and additional visual indicators, such as underlined links and structural formatting, are used to ensure information is perceivable without reliance on color alone.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	reclaimhosting.com does not use audio elements within the site.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Most page content and navigation can be operated using a keyboard. However, carousel components on multiple pages present usability issues: the tab order moves through the carousel controls (dot indicators and navigation arrows) rather than each carousel item and the controls do not have accessible names. Additionally, the form on the " <a href="#">Migration Assistance</a> " page does not operate as expected with keyboard input, as selecting options using the keyboard may trigger form submission instead of moving to the next question.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Partially Supports	Most content does not create keyboard traps. However, carousel components on several pages can create a confusing keyboard experience due to an unusual tab order and the absence of a visible focus indicator on carousel controls. While keyboard users can eventually move focus out of the carousel, the lack of clear focus visibility and control labeling may make it appear as though focus is trapped.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	reclaimhosting.com does not implement single-character key shortcuts. Therefore, no keyboard shortcuts are triggered by character keys alone.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	The only timing dependent component on reclaimhosting.com pages are the carousel items. Carousel components automatically advance after a set period; however, automatic movement stops when a user navigates to the carousel. Users can manually navigate between slides, ensuring content remains accessible and allowing users to review information without time limitations.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	Carousel components automatically advance slides, but scrolling pauses when a user moves focus to the carousel. This allows users to read and interact with all content without being forced to keep up with timed movement, satisfying the criterion
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	reclaimhosting.com does not contain flashing content.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Does Not Support	Pages do not provide a mechanism to bypass repeated navigation content, such as a “skip to main content” link. Additionally, the absence of <header> and <main> landmark elements limits the ability for users to efficiently navigate to primary content regions.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	Each page includes a descriptive and programmatically determinable title that accurately reflects the page’s topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially Supports	Most interactive elements receive focus in a logical order that preserves meaning and operability. However, carousel components on several pages have an inconsistent and non-intuitive focus order, where focus moves through controls (e.g., indicators and navigation arrows) rather than the carousel items themselves, which may impact usability for keyboard users.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The purpose of each link can be determined from the link text itself or from the surrounding contextual information, allowing users to understand the destination or function of the link.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Supports	Other than standard cursor / pointer function, no specialized use is employed.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	Functionality such as submitting forms and activating links is triggered on the up-event rather than the down-event. This ensures users can cancel or adjust pointer actions before completion, meeting the requirements of this criterion.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Partially Supports	Most interactive elements with visible text labels have accessible names that match the visible label. However, some icon-only link controls on team member cards on our <a href="#">about page</a> use a generic accessible name (“Link”) that does not describe the purpose or destination of the link, which may limit usability for assistive technology users.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not Applicable	Motion Actuation is not employed on <a href="#">reclaimhosting.com</a>
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The default language can be programmatically determined on all pages.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	No unexpected changes of context or actions are triggered when elements receive focus via keyboard navigation. Users can navigate through interactive components without experiencing unintended behavior.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Interacting with user interface components does not trigger unexpected changes of context. Form inputs and other controls do not automatically submit or navigate upon receiving input; changes in context occur only when users explicitly activate controls such

Criteria	Conformance Level	Remarks and Explanations
		as “Submit” or “Next,” meeting the requirements of this criterion.
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Supports	Support mechanisms are presented consistently across pages, with help links located in the same position within the header.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Errors are clearly identified, and users are informed when input is invalid or required fields are missing.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Most forms provide appropriate labels or instructions to guide user input. However, some forms (e.g., <a href="#">Managed Hosting</a> and <a href="#">Custom Installers</a> pages) have usability issues: required fields are not clearly indicated, and visible labels are replaced by placeholder text. While labels exist programmatically, they are not visible to sighted users, which may make form completion more difficult.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Not Applicable	reclaimhosting.com does not require users to re-enter the same information within a single process. Therefore, this criterion is not applicable.
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially Supports	Most user interface components expose appropriate names, roles, and values through semantic HTML. However, some form elements have implementation issues that may impact assistive technology. On the “ <a href="#">Getting Started</a> ” page, related radio buttons are not grouped within a <fieldset>, which may affect how their relationship and role are conveyed. Additionally, while form labels are generally present, some are not properly structured or grouped, which may impact how name and role information is programmatically determined.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	reclaimhosting.com does not include live audio content. Therefore, this criterion is not applicable
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	reclaimhosting.com does not include prerecorded video content requiring audio description. Therefore, this criterion is not applicable.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Supports	Content and functionality are not restricted to a single display orientation. The interface supports both portrait and landscape orientations without loss of information or functionality.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Partially Supports	Some form fields include programmatically identifiable input purposes through the use of appropriate <autocomplete> attributes, particularly in forms built with Gravity Forms (e.g., <a href="#">Getting Started</a> and <a href="#">Migration Assistance</a> pages). However, forms built with Elementor (e.g., <a href="#">Custom Installers</a> and <a href="#">Managed Hosting</a> pages) do not provide <autocomplete> attributes, as this functionality is not currently supported, limiting the ability for user agents to programmatically determine input purpose.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	Most pages meet color contrast requirements for text and background. However, the <a href="#">homepage</a> contains a contrast issue in the top call-to-action section, where white text is displayed over a light and medium blue background. The contrast ratio in this area falls below the required threshold (as low as 2.44:1), which does not meet minimum contrast requirements for normal text.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Text can be resized up to 200 percent without loss of content or functionality and without requiring assistive

Criteria	Conformance Level	Remarks and Explanations
		technology. The interface remains usable and information remains accessible when text is enlarged.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Does Not Support	Many pages include images of text as part of the site's visual design. For example, our product pages use images of VCR tapes with the product name on them as the header of the page. While alternative text is provided and reflects the text shown in the images, the use of images of text instead of actual text does not meet this criterion, as the information is not presented in a way that can be customized or adapted by users.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	Content can be resized up to 400% without loss of information or functionality and without requiring horizontal scrolling. The page layout adjusts responsively to ensure content remains accessible within the viewport.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Partially Supports	Most user interface components and visual elements meet non-text contrast requirements. However, the embedded newsletter subscription form on the <a href="#">homepage</a> does not fully meet this criterion. This form is provided by a third-party service (Ghost) and cannot be directly modified within our content management system, limiting the ability to address contrast issues within that component.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	Text content adapts appropriately when user-defined text spacing styles are applied (including line height, letter spacing, word spacing, and paragraph spacing). No loss of content or functionality occurs, and all text remains readable and usable, meeting the requirements of this criterion.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Supports	Content that appears on hover or focus, such as dropdown menus, is dismissible, remains visible while hovered or focused, and can be exited without requiring pointer movement. This ensures users can

Criteria	Conformance Level	Remarks and Explanations
		access and interact with additional content without unexpected disappearance.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Does Not Support	Pages are primarily accessible through navigation links (e.g., header, footer, and in-page links). However, there is no secondary method of locating content, such as a search function or site map, so users do not have multiple ways to find pages within the site.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Does Not Support	Headings are descriptive and follow a logical hierarchy, meeting the requirements of this criterion. However, there are issues with labels and control descriptions. Some form fields (e.g., on the <a href="#">Managed Hosting</a> and <a href="#">Custom Installers</a> pages) rely on placeholder text instead of visible labels, do not clearly indicate required fields, and may create confusion for users. Additionally, multiple buttons and links use non-specific labels such as “Learn More” and “Sign Up” without accessible names that distinguish their purpose across the page. While these controls are generally understandable within their immediate context, they are not sufficiently descriptive when considered independently and programmatically, which may impact usability for assistive technology users.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially Supports	Almost all interactive elements have a visible and clearly distinguishable focus indicator. However, images within carousel components on the <a href="#">homepage</a> and <a href="#">ReclaimEDU</a> page do not display a visible focus state when navigated to via keyboard, making it difficult for users to determine their current focus location.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	Regardless, here is the VPAT Text: When elements receive keyboard focus, the focused content remains visible and is not obscured by other page content such as navigation elements or overlays.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Not Applicable	reclaimhosting.com does not require dragging movements for any functionality. Therefore, this criterion is not applicable.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	Interactive elements meet minimum target size requirements, either by having a target size of at least 24 by 24 CSS pixels or by providing an alternative means to activate the same functionality.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The default language of the page is programmatically identified. No sections of the page use a language different from the default language.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	Navigational components that are repeated across pages appear in a consistent order and location. Users can reliably locate menus, toolbars, and primary navigation elements throughout.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components that perform the same function are identified consistently throughout the interface, allowing users to recognize and interact with controls predictably.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	Forms across the site clearly identify input errors and provide descriptive error messages when fields are not completed correctly. Examples include indicating required fields and providing guidance when input formats are invalid (e.g., incorrectly formatted email addresses). This ensures users are informed of errors and can take appropriate action to correct them.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	This criterion does not apply, as the site does not include interactions involving legal commitments, financial transactions, or modification of user-controlled data.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Supports	The authentication process does not rely on cognitive function tests such as memorization, puzzles, or transcription of characters. Users are not required to

Criteria	Conformance Level	Remarks and Explanations
		solve CAPTCHA-style challenges or perform other cognitive tasks beyond entering standard credentials.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Partially Supports	Status messages are not consistently conveyed to assistive technologies across all forms. Forms built with Elementor (e.g., <a href="#">Managed Hosting</a> and <a href="#">Custom Installers</a> pages) appropriately announce error messages upon submission. However, forms built with Gravity Forms (e.g., <a href="#">Getting Started</a> and <a href="#">Migration Assistance</a> pages) do not automatically announce error messages. Instead, submitting these forms refreshes the page and shifts focus to the top, requiring users to navigate back to the form to identify errors. This may prevent users of assistive technologies from being immediately informed of status changes.

### Table 3: Success Criteria, Level AAA

Notes: Success Criteria, Level AAA criterion have not been assessed at this time.